



Form PTO-1449 (modified) List of Patents and Publications For Applicant's Information Disclosure Statement (Use several sheets if necessary)	ATTY DKT. NO. 5053-23800 APPLICANT: Bartlett, et al. FILING DATE: June 30, 1999	SERIAL NO. 09/345,698 GROUP: 2186
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U.S. PATENT DOCUMENTS

EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE APPROPRIAT

FOREIGN PATENT DOCUMENTS

EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATIO YES/NO

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Th.	F1	Mead, Jay, "Technical Communication," August 1998, V. 45, N. 3, pp. 353-380.
Th.	F2	Scopus and Entrust Technologies to Deliver World's First Secure Customer Care Solution for the Financial Services Market; PR Newswire dated November 5, 1997.
Th.	F3	Borland, Russel, "Running Microsoft Outlook 97," Microsoft Press, 1997.
Th.	F4	Juhl, Randy P., "The OTC Revolution;" Drugtopics.com; March 3, 1997, pp. 1-9.
Th.	F5	Scopus and Entrust: Call Center Sales Helper is Unveiled; American Banker, November 10, 1997, Vol. 162, Issue 217.

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EXAMINER:

Tuan V. Thuan

DATE CONSIDERED:

02/18/04

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the patent owner.

Information Disclosure Statement--PTO 1449 (modified)